



go with 

Shield Signature HMO Plan  
Shield Spectrum PPO Plan

# Reasons to choose Blue Shield of California

- Flexibility to choose from a large network of doctors
- Access to urgent and emergency care across the Country and around the world
- 24-hour access to nurses and counselors
- Variety of programs and services to keep you healthy, including Prenatal Program, condition management programs, and wellness discounts
- Online tools and resources through [blueshieldca.com](https://blueshieldca.com)
- Teladoc – NEW! Telemedicine program
- Dedicated Member Services Team



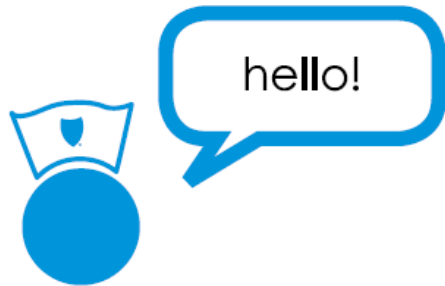
# Shield Signature HMO plan

	Level 1 HMO	Level 2 PPO
Annual deductible	None	
Annual out of pocket maximum	\$1,500 per member \$3,000 per family	None
Office visits	\$10 per visit	\$30 per visit
Preventive care	No charge	\$30 per visit
Inpatient hospital	No charge	Not covered
Outpatient hospital services	No charge	Not covered
Ambulance services	No charge	No charge
Emergency room	\$50 per visit (\$50 Copayment does not apply if the member is directly admitted to the hospital for inpatient services)	
Drug copayments at a network pharmacy	\$5/\$10/\$25	Not covered
Optional mail service prescriptions (90 days)	\$10/\$20/\$50	Not covered

# Shield Spectrum PPO plan

	Preferred Providers	Non-Preferred Providers
Annual deductible	\$250 per member/\$500 per family	
Annual out of pocket maximum	\$1,750 per member \$3,500 per family	\$2,250 per member \$4,500 per family
Office visits	\$10 per visit (not subject to plan-year deductible)	30%
Preventive care	No charge	30%
Inpatient hospital	20%	30%
Outpatient hospital services	20%	30%
Ambulance services	20%	20%
Emergency room	\$50 per visit + 20% (\$50 Copayment does not apply if the member is directly admitted to the hospital for inpatient services)	
Drug copayments at a network pharmacy	\$15/\$30/\$30	\$15/\$30/\$30
Optional mail service prescriptions (90 days)	\$30/\$60/\$60	Not covered

# 24/7 Support



## **NurseHelp 24/7**

Speak with registered nurses anytime, day or night, and get answers to your health-related questions.

**(877) 304-0504**

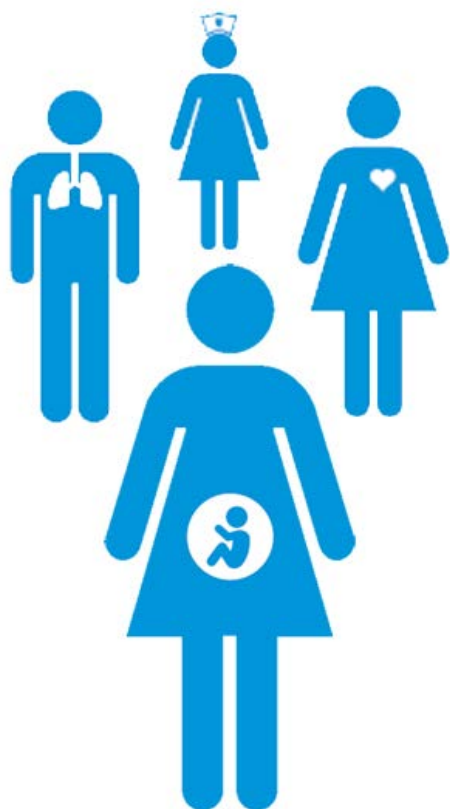


## **LifeReferrals 24/7**

Connect day or night with experienced professionals ready to assist with personal, family and work issues.

**(800) 985-2405**

# Health Improvement Programs



Gives expectant parents 24/7 nurse support as well as prenatal information.

Provides support for members with certain chronic conditions:

- Asthma
- Coronary artery disease
- Chronic obstructive pulmonary disease (COPD)
- Diabetes
- Heart Failure

# blueshieldca.com

Access to benefits, programs and

- Secure access to medical and pharmacy benefits, claims, etc.
- Search for network doctors, hospitals and other facilities
- Get information about pharmacy benefits and generic drugs, access the Blue Shield formulary, find network pharmacies
- Learn about Blue Shield programs and services:
  - Prenatal Program
  - Condition management programs
  - Discount Programs



# Information at your fingertips

Access your information on the go with the Blue Shield of California mobile app. You can view claims & benefits, make payments, find a provider, view an ID card and more.

You can also visit our mobile website at **[blueshieldca.com](http://blueshieldca.com)**



Search for "Blue Shield of California Mobile"







\$0 copay

# Talk to a anytime

**Teladoc®** gives you **24/7/365 access to U.S. board-certified doctors** through the convenience of phone or video consults. It's an affordable alternative to costly urgent care and ER visits when you need care now.

## WHEN CAN I USE TELADOC?

Teladoc does not replace your primary care physician. It is a convenient and affordable option for quality care.

- When you need care now
- If you're considering the ER or urgent care center for a non-emergency issue
- On vacation, on a business trip, or away from home
- For short-term prescription refills

## GET THE CARE YOU NEED

Teladoc doctors can treat many medical conditions, including:

- Cold & flu symptoms
- Allergies
- Bronchitis
- Urinary tract infection
- Respiratory infection
- Sinus problems
- And more!

## MEET OUR DOCTORS

Teladoc is simply a new way to access qualified doctors. All Teladoc doctors:

- Are practicing PCPs, pediatricians, and family medicine physicians
- Average 15 years experience
- Are U.S. board-certified and licensed in your state
- Are credentialed every three years, meeting NCQA standards

## How is your well-being?

Wellvolution™ is an easy, social and fun approach to wellness. Participate on the go, from your computer, smartphone, or tablet, and invite your family and friends to join the fun and support your health goals.

[SIGN IN](#)

[CREATE ACCOUNT](#)

Are you re-enrolling? Please [Sign in](#)

## Start your journey to improved well-being.

After you join Wellvolution, you'll have special access to:



### Well-Being Tracker

Take the Well-Being 5 assessment, a validated measure of well-being developed by Gallup and Healthways. Next, get personalized feedback about ways to boost your well-being. Then come back to Well-Being Tracker to track your well-being over time!

» [Get started.](#) [Join Wellvolution](#)



### Well-Being delivered daily

Join the Daily Challenge® community and see how friends can improve your well-being and make health change fun. Connect with other members, earn points, and reach new levels in the program – all while doing small actions that add up to big change.

» [Get started.](#) [Join Wellvolution](#)  
» [Learn more.](#) [View video](#)



### QuitNet®

Join QuitNet®, the program that has helped hundreds of thousands of people successfully quit smoking! Set a quit date, get help choosing quit medication, connect with the online community, and have your questions answered by experienced smoking cessation coaches.

» [Get started.](#) [Join Wellvolution](#)  
» [Learn more.](#) [View video](#)

# We're here to help



## Blue Shield Member Services

7 a.m. to 7 p.m., Monday through Friday.

**(855) 256-9404**

we  you

County of San Bernardino